

NMLS Phase One Enhancements

NMLS User Experience Group Survey Results

Survey Background

In October, the NMLS User Experience Group (NXg) was invited to participate in a survey to provide feedback on their experience with the recent NMLS Phase One enhancements and to identify areas for further improvement.

What is the NXg?

NMLS users can [sign up](#) for the NMLS User Experience Group (NXg) to stay engaged and involved in the NMLS discovery and development process.

Participation in the NXg is voluntary and users can choose which activities to participate in. Feedback received from the NXg participants is vital to help ensure CSBS designs a user-centered solution that delivers maximum value.

Survey Demographics

Response Rate: 21%

- 269 Users Invited
- 88 Survey Responses

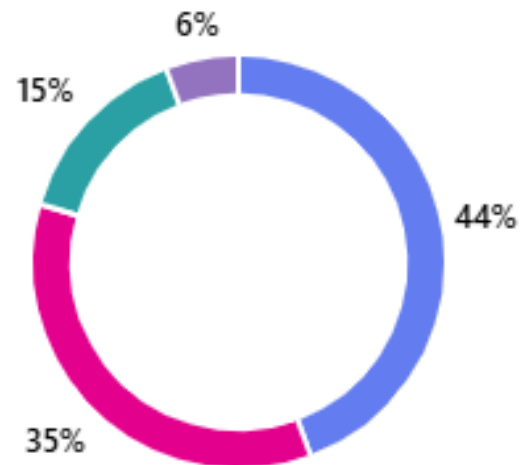
User Types of 88 Respondents

- MLOs: 9%
- Company Users: 52%
- Agency Users: 19%
- Third-Party Company User: 12%
- Other Individual User: 4%
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New Login Experience and Account Recovery Options

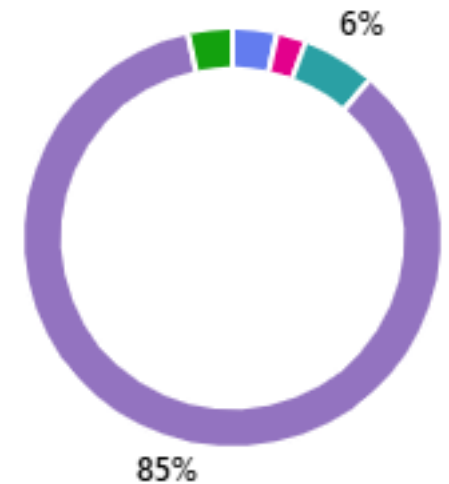
How was your initial login experience, including the completion of your account recovery options?

Very Easy	39
Easy	31
Neutral	13
Difficult	5
Very Difficult	0



Did you need help while completing the new login process?

System Help	3
NMLS Resource Center	2
NMLS Call Center	5
No Help Needed	75
Other	3



What do you like best about the new login experience?

"Clean look, simple and straightforward, easy to navigate."

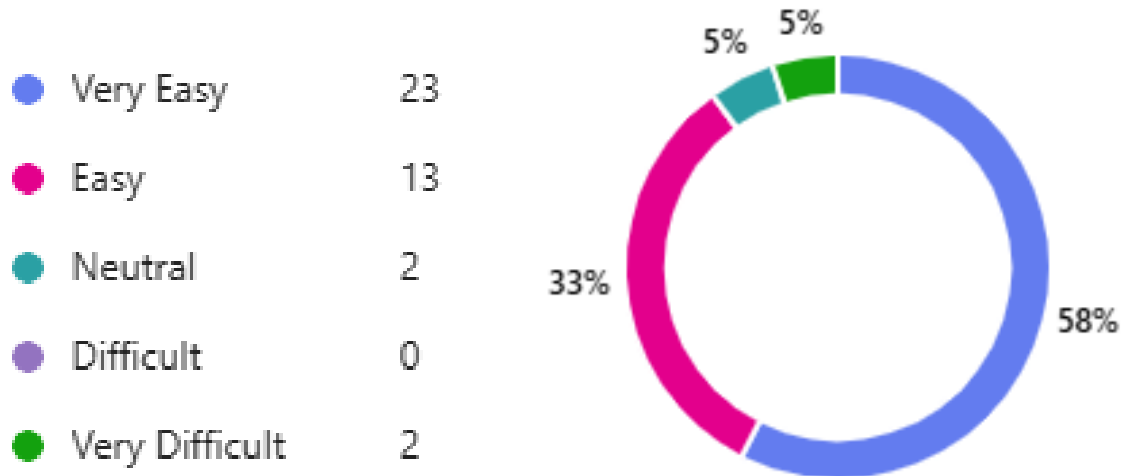
"It is fast, simple and secure."

"That passwords can be re-set by the user now vs. Admin."

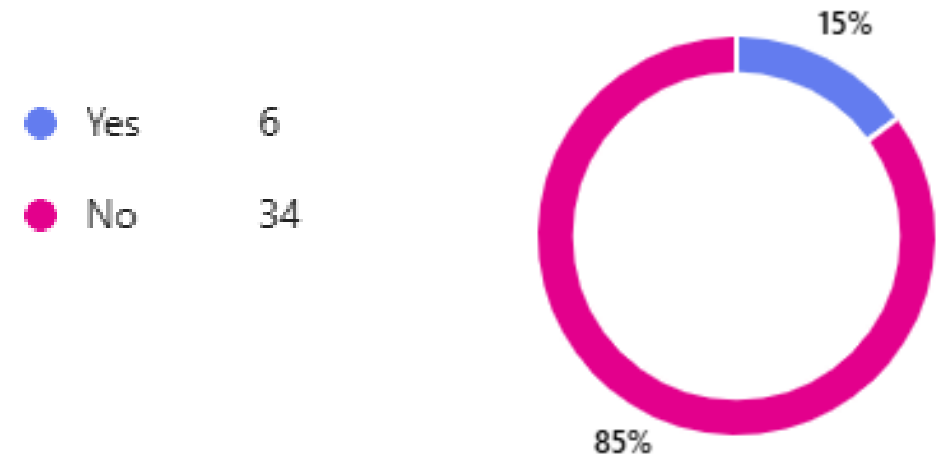
"Enhancement of account recovery process."

Account Consolidation

How would you rate the ease of the account consolidation process?



Did you encounter any issues with the account consolidation process?



How has consolidating multiple accounts positively impacted your work or efficiency?

"One log in for multiple accounts is extremely helpful when managing more than 50+ entities. This gives me more time to focus on what needs to be done."

"I work at a Law Firm and it is nice to be able to switch from one entity to another."

"As a user that manages more than 50+ log in credentials, I am so thrilled that we can finally consolidate our NMLS accounts."

"It is much easier to shift between accounts. Also, I am glad that accounts can be unlocked without having to call the NMLS call center."

User Feedback - Opportunities



Reduce excess clicks during the login process which was resolved in a subsequent release.



Increased engagement and feedback opportunities for agencies and industry prior to deployment.